

A multi-criteria approach to the evaluation of Malaysian government portal

Abstract

National portal is one of the main gateways to e-government entry for providing e-services to citizen. The purpose of this paper is to evaluate a set of factors that influence on Malaysian government portal using Multi-Criteria method. These factors were derived from a previous studies and literature related to the subject matter by Malaysian government to enhance rank of government portals and websites. In addition, obtained factors were considered from all Malaysian government portals and in this research based on them the rank of those were evaluated. In this study we also consider those factors to rank them and show which factors is more important for improving Malaysian government portal based on citizen desires. With regard to the citizen's perception of government portal, a questionnaire was structured to gather their responses for ranking the factors using TOPSIS method. Therefore, an MCDM supported study for ranking criteria in government portals. The outcome of this paper assists to Malaysian e-government that considers importance of effective factors for government portal in giving better e-services.